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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Robert E. Wollan et al.

Serial No: 10/811,439

Filed: March 26, 2004

Title: ENHANCING INSIGHT-DRIVEN
CUSTOMER INTERACTIONS


Group Art Unit: 3623

Examiner: Unknown

Docket No: 60021-378601/US

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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Chris Barnard

INFORMATION DISCLOSURE STATEMENT

Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, Applicant brings the references listed on the attached Form PTO-1449 to the examiner's attention. 37 C.F.R. § 1.56. These references may be material to examination of the above-identified application. Please do not construe the filing of this information disclosure statement as a representation that applicant has made a search (37 C.F.R. § 1.97(g)), or as an admission that the information cited is, or is considered to be, material to patentability, or that no other material information exists.

This Information Disclosure Statement is being submitted:

- ☒ 1. Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or within three months of the date of entry of the national stage as set forth in 37 CFR 1.491 in an international application; or before the mailing date of a first office action on the merits, or before the mailing of a first office action after filing of a request for continued examination under 37 CFR 1.114, and therefore, Applicant believes no fee is required;
- ☐ 2. After the period specified in paragraph (1) hereinabove of this section, but is being filed before the mailing date of either a final action under 37 CFR 1.113, or a notice of

allowance under 37 CFR 1.311, or an action that otherwise closes prosecution in the application, and is accompanied by one of the following:

- ☐ (a) A statement that either:
- (i) Each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement;

OR

- (ii) No item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the statement after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement;

OR

- ☐ (b) The fee of \$180 for filing of an Information Disclosure Statement as set forth in 37 C.F.R. 1.17(p).

- ☐ 3. After the period specified in paragraph (2) of this section, but is filed on or before payment of the issue fee and is accompanied by both:

- ☐ (a) A statement that either:
- (i) Each item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement;

OR

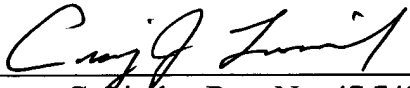
- (ii) No item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the statement after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement;

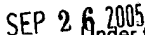
- ☐ (b) The fee of \$180.00 for filing of an Information Disclosure Statement as set forth in 37 CFR 1.17(p).

Applicant would appreciate the Examiner initialing and signing a copy of Form PTO-1449, transmitted herewith, indicating that the information has been considered and made of record herein.

In the unlikely event that the transmittal letter is separated from this document and the Patent Office determines that an extension and/or other relief is required, Applicant petitions for any required relief including extensions of time and authorizes the Commissioner to charge the cost of such petitions and/or other fees due in connection with the filing of this document to **Deposit Account No. 50-1901** referencing order number 60021-378601.

Respectfully submitted,

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(Use several sheets if necessary)

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APPLICANT

Robert E. Wollan et al.

FILING DATE
March 26, 2004

GROUP
N/A

Sheet 1 of 1

U.S. PATENT DOCUMENTS

Examiner
Initials

Cite
No.

Document Number-
Country Code-Number
Kind Code

Publication Date

Name of Patentee or Applicant of Cited Document

Pages, Columns, Lines Where
Relevant Passages or Relevant
Figures Appear

US-6,014,647 A

01/11/2000

Nizzari et al.

US-5,737,726 A

04/07/1998

Cameron et al.

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04/10/2003

John W. Hailwood et al.

US-2004/006506 A1

01/08/2004

Khanh Hoang

FOREIGN PATENT DOCUMENTS

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Page	Column	Line	Where Relevant Passages or Relevant Figures Appear
1	1	1-2	Introduction
2	1	3-4	Methodology
3	1	5-6	Results
4	1	7-8	Discussion
5	1	9-10	Conclusion
6	1	11-12	References
7	1	13-14	Appendix A
8	1	15-16	Appendix B
9	1	17-18	Appendix C
10	1	19-20	Appendix D
11	1	21-22	Appendix E
12	1	23-24	Appendix F
13	1	25-26	Appendix G
14	1	27-28	Appendix H
15	1	29-30	Appendix I
16	1	31-32	Appendix J
17	1	33-34	Appendix K
18	1	35-36	Appendix L
19	1	37-38	Appendix M
20	1	39-40	Appendix N
21	1	41-42	Appendix O
22	1	43-44	Appendix P
23	1	45-46	Appendix Q
24	1	47-48	Appendix R
25	1	49-50	Appendix S
26	1	51-52	Appendix T
27	1	53-54	Appendix U
28	1	55-56	Appendix V
29	1	57-58	Appendix W
30	1	59-60	Appendix X
31	1	61-62	Appendix Y
32	1	63-64	Appendix Z
33	1	65-66	Appendix AA
34	1	67-68	Appendix AB
35	1	69-70	Appendix AC
36	1	71-72	Appendix AD
37	1	73-74	Appendix AE
38	1	75-76	Appendix AF
39	1	77-78	Appendix AG
40	1	79-80	Appendix AH
41	1	81-82	Appendix AI
42	1	83-84	Appendix AJ
43	1	85-86	Appendix AK
44	1	87-88	Appendix AL
45	1	89-90	Appendix AM
46	1	91-92	Appendix AN
47	1	93-94	Appendix AO
48	1	95-96	Appendix AP
49	1	97-98	Appendix AQ
50	1	99-100	Appendix AR
51	1	101-102	Appendix AS
52	1	103-104	Appendix AT
53	1	105-106	Appendix AU
54	1	107-108	Appendix AV
55	1	109-110	Appendix AW
56	1	111-112	Appendix AX
57	1	113-114	Appendix AY
58	1	115-116	Appendix AZ
59	1	117-118	Appendix BA
60	1	119-120	Appendix BB
61	1	121-122	Appendix BC
62	1	123-124	Appendix BD
63	1	125-126	Appendix BE
64	1	127-128	Appendix BF
65	1	129-130	Appendix BG
66	1	131-132	Appendix BH
67	1	133-134	Appendix BI
68	1	135-136	Appendix BJ
69	1	137-138	Appendix BK
70	1	139-140	Appendix BL
71	1	141-142	Appendix BM
72	1	143-144	Appendix BN
73	1	145-146	Appendix BO
74	1	147-148	Appendix BP
75	1	149-150	Appendix BQ
76	1	151-152	Appendix BR
77	1	153-154	Appendix BS
78	1	155-156	Appendix BT
79	1	157-158	Appendix BU
80	1	159-160	Appendix BV
81	1	161-162	Appendix BW
82	1	163-164	Appendix BX
83	1	165-166	Appendix BY
84	1	167-168	Appendix BZ
85	1	169-170	Appendix CA
86	1	171-172	Appendix CB
87	1	173-174	Appendix CC
88	1	175-176	Appendix CD
89	1	177-178	Appendix CE
90	1	179-180	Appendix CF
91	1	181-182	Appendix CG
92	1	183-184	Appendix CH
93	1	185-186	Appendix CI
94	1	187-188	Appendix CJ
95	1	189-190	

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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.